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## West Virginia Libraries 1998 Vol.51 No.2

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## LIBRARIES

Vol. 51 No. 2

SPECIAL

April 1998

COLLECTIONS

## Safety and Security: Tips for Librarians

Dr. Majed Khader, Marshall University

**L**ibraries are relatively safe working places. Accidents, incidents, and problem patrons are not something that happen frequently, but they need to be addressed. Incidents such as vandalism, graffiti, difficult patrons, homicide, murder, drug use or distribution, and rape are some examples of problems that have occurred in different types of libraries. These types of incidents have happened in academic and public libraries, and are likely to happen again. Some of these incidents or problems can be minimized or even eliminated if precautionary measures are implemented. Other problems may be solved quickly and peacefully if they are brought directly to the attention of the proper person in charge.

The following guidelines and safety precaution tips listed here are based on personal experience and on safety and security studies and articles published in the last few years. These tips could be applied to various types of libraries; academic, public, school, and special. Some of these tips are strictly for security purposes; others are meant for safety purposes. Others cover both security and safety precautions.

**1. Have an up-to-date written safety and security procedures manual.** This manual should include safety and security procedures and policies. It should contain detailed information on procedures in case of emergency, accident, fire, theft, mutilation, graffiti, incident, and vandalism. A step-by-step guide on what to do, how to do it, and to whom you should report each case are essential elements of this manual. Patrons' rights and obligations should also be addressed clearly in the manual.

**2. Safety and security systems should be working properly.** If you have an alarm system, smoke detectors, emergency lighting, and fire extinguishers, have these systems tested on a regular schedule by certified professionals. If you don't have any of these systems, make sure to include the lacking systems on your priority list for future installations.

**3. Train your staff on emergency procedures.** Workshops, seminars, and training sessions on safety and security topics should be conducted frequently. Your written safety and security policy should include some training elements. If your policy doesn't have such information, start working on a staff training manual for emergency, security, and safety purposes. If you have never done such work, consult the literature. Library literature, criminal justice literature, and health and safety literature are very rich with studies on procedures and precautionary actions in case of emergencies.

**4. Compile a list of emergency numbers and have it handy near each phone.** Some of the numbers you will need should include 911, nearest police station, nearest fire station, nearest ambulance service, your supervisor's number, poison center, FBI, and nearest hospital. If your telephone requires dialing instructions (such as dialing 9, or any emergency code before placing your call), print these instructions clearly next to the phone.

**5. Compile a check list for items that need to be checked on a regular basis** (weekly, if not daily). The check list should include—but is not limited to—public meeting rooms, lights in the stacks or shelving areas, emergency exit signs, and outdoor exits. Make sure that the exits are not locked or blocked by an object such as a book cart or chair.

**6. If you can afford to install security and surveillance cameras, do so.** Otherwise you may need to schedule regular spot checks around your stacks and facilities. Your staff, students, or volunteers may be assigned to this task. Surveillance cameras or scheduled security and safety checks may prevent some incidents such as vandalism, graffiti, theft, or serious accidents.

**7. Use proper and clear signs throughout your facility and on all equipment.** Signs could be informative or directional. Make

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## President's Column

Judy Duncan

Spring Fling was a success judging by the number of attendees. Also, it was great to see the six vendors who joined us this year. Pam Coyle and the rest of the committee deserve a big pat on the back for a job well done.

As the fall conference approaches, I want to hear from you about programming ideas. I have already received some input but I am looking for more.

In keeping with the theme of this issue of *WV Libraries*, I would like to share with you something on library safety and security that I ran across in my files. I did not write this, nor can I give credit to the author because it is an unsigned handout. However, it does have some valuable information that I feel is worth sharing. Please see the complete text on page six, "Coping With Problem Behavior in the Library."

'Til next time, as Sally Huss said, "The world is like a library with each person a separate book. Each book contains a wondrous story, and no two stories are the same. In your lifetime, how many books can you open, how many books can you read, and how many books can you love?"

## WVLA Market Report

Rebecca Van Der Meer  
Marketing Chairman

The marketing Committee is very glad to report that the association's cookbook is now ready for purchase. The cookbook contains approximately 200 recipes submitted by members of WVLA and library staff.

The cookbooks are available for purchase through any of the Marketing Committee. There is an order form available on the WVLA home page [<http://wvnmvs.wvnet.edu/~wvla>]. Or, you may contact any of the Marketing Committee members to place your order. The cookbooks are \$7 each plus \$2 shipping and handling per cookbook.

Committee Members are:

Rebecca Van Der Meer  
[vandermr@wvlc.wvnet.edu](mailto:vandermr@wvlc.wvnet.edu)

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Only 300 cookbooks were published, so hurry and get yours while they last.

A new merchandise product is in the making and will be kept under wraps until right before the 1998 annual conference in December. I will tell you this much: it will make a great Christmas present or keepsake.

Watch the WVLA home page Marketing Section for an order blank. All your orders are appreciated as the money raised does help support the Association and its activities.

If you would like to help at the WVLA Marketing Booth at the 1998 Fall Conference, please submit your name to Rebecca Van Der Meer before December. Any time that you can give will be appreciated.

If your library is looking for a fundraiser, the Marketing Committee will give you a discount on merchandise for resale by your library. Contact Rebecca Van Der Meer for more detailed information at (304) 357-4779, or contact by e-mail at [vandermr@wvlc.wvnet.edu](mailto:vandermr@wvlc.wvnet.edu)

## WVLA Membership Report

Rebecca Van Der Meer  
Membership Chairman

Thanks to everyone who has returned their 1998 membership renewals. There are still many of you who have not renewed. you know who you are. Don't make me name names!

I have had several phone calls and e-mail messages requesting membership forms for new members. This is just great! Judy Duncan challenged all the WVLA Executive Board members to bring in new

members before our next meeting in March. Chuck Julian has outdone himself with the number of new members he has sent our way. My last count showed that Chuck referred six new members.

I am in the process of sending letters out to members who did not renew their membership for 1997. Hopefully, these reminders will encourage everyone to bring their membership up-to-date.

Our webmasters are in the process of adding the membership form to the WVLA home page [<http://wvnmvs.wvnet.edu/~wvla>]. If you know of someone who would like to join WVLA, check the home page or send an e-mail request to [vandermr@wvlc.wvnet.edu](mailto:vandermr@wvlc.wvnet.edu) and I will get a form to them.

Also, a special thanks to Linda Hedding for doing a great job in keeping the membership list up-to-date. She handles all the membership records and mailing labels for the association.

New members for 1998 (through the end of February) are:

**Mary Aldridge**, Robinson & McElwee law firm; **Stacy Davis**, Ohio County Public Library; **Dr. Beth Musser**, West Liberty State College; **Sue Overman**, FCI-Morgantown; **Caroline Cloer**, Kanawha County Schools; **Linda Blake**, WVU/NASA IV & V; **Patricia Brown**, Jackson & Kelly law firm; **Robert Behary**, Bethany College; **Ginger Miloserny**, Kanawha County Public Library; **Rebecca Berg**, Marshall University; **Noah Paulovic**, Leah B. Frankel Library; **Amelia Brooks**, West Liberty State College; **Michele De Carlo**, Westover; **Patricia Abbott**, Kanawha County Public Library; **Mary Nelson Peterson**, Kanawha County Public Library; **Lynn Sheehan**, University of Charleston & KCPL; **Lisa M. Pizzuti**, Raleigh County Public Library; **Valerie Hartling**, Raleigh County Public Library; **Bill Linville**, Hamlin-Lincoln County Public Library; **Barbara B. Landreath**, National Institute for Occupational Safety & Health; **Shirley Smith**, Terra Alta Public Library Trustee; **Marjorie Sasser**, Pocahontas County Libraries; **Robert L. Taylor**, WV Archives & History Library.



## ALA Councilor's Report

**Joe Barnes**

The most recent ALA conference (Midwinter in New Orleans) was a quiet one for Council. For the first time in this Councilor's experience, business was concluded on the third and last day in the morning.

That things were peaceful is not to say that Council always stayed productively focused on important issues. Much of the first day, the Council engaged in a mini-flapdoodle over arrangements for future ALA Membership meetings. These are the meetings attended by no more than a few hundred activists and wild-eyed enthusiasts who come to conference prepared to adopt "positions" on national foreign policy, environmental causes, and the like. Incredibly, one faction in Council believes that such meetings have value. In the name of "participatory democracy," Membership meetings are regarded as a good thing although they represent only the tiniest percentage of ALA members. Council I's discussion of ways and means to conduct future "joint" (legally, sequential) Membership-Council meetings was a classic display of time wasted, resulting at the end in a referral of the whole matter to the Policy Monitoring Committee.

In Council II there was some contention over a resolution that is normally routine — the awarding of Honorary Life Memberships. This year's honorees were Senator Wendell Ford, Representative Sidney Yates, and Bill and Melinda Gates. The merits and alleged demerits of the Gates Foundation, which is distributing millions of dollars to rural public libraries, were debated for over a half hour. In the end, the question was called and all the Honorary Memberships were approved by a large margin.

The Intellectual Freedom Committee and the Freedom to Read Foundation made their usual thorough reports, which included a preliminary accounting of the legal costs of defeating the CDA in the Supreme Court. Indications are that ALA and the FTR Foundation spent some \$400,000 on the issue. Of interest to the region: the Foundation has intervened on behalf of citizens in nearby Loudoun County, Virginia, who are fighting their library system's decisions to censor the Internet.

ALA is in robust health, with membership at an all-time high, and total assets at a record \$28.6 million. We have recently acquired an able Executive Director, William R. Gordon, who leaves the directorship of the Prince Georges Public Library System in Maryland. ALA organs such as the FTR Foundation and the Washington Office are doing an outstanding job of identifying issues that affect library services and responding to them. We've had a good series of Presidents, and either candidate in the upcoming election, Martin Gomez and Sarah Long, will continue to represent the Association effectively. In short, this is a good time to be involved in ALA.

### Job Opening

#### Librarian/Children's Programmer

We are an ALA award-winning library located in Wild, Wonderful West Virginia with an immediate opening for a librarian in the Children's Department. Responsible for planning, developing and implementing programs for infants through 6th grade for day care, schools, and the public. Provides staff training on children's literature, program presentation, readers' advisory, reference, and patron service. Assists in summer reading programs, interacts with area school teachers, assists with collections for special programs and projects. We are the largest public library system in the state. We have in excess of 600,000 items in our collection, with over 1 million items circulated during our last fiscal year.

Qualifications: This is an entry level position, requiring an MLS from an ALA-accredited program. Minimum salary: \$25,776 with excellent fringe benefit plan, including health, dental, vision, and life insurance, 18 days vacation/21 days sick leave at the end of first year. Resumes accepted until position filled.

Send resume to: Human Resources Department, Kanawha County Public Library, 123 Capitol Street, Charleston WV 25301; fax to (304) 348-6530; or e-mail to marslender/kepl\_11@kanawha.lib.wv.us. Web site at <http://kanawha.lib.wv.us>.

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### West Virginia Libraries

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## Workplace Security

[Note: The following edited material is taken from the West Virginia Division of Personnel Policy on Workplace Security, dated May 1, 1995. Although this deals mainly with employees, it provides a workable outline for libraries formulating their own policies on library safety, security, and problem patrons.]

**I. PURPOSE:** To provide guidance to managers and supervisors when responding to threatening workplace situations.

### II. DEFINITIONS

A. Firearm: Any instrument which will expel a projectile by action of an explosion.

B. Dangerous Weapon: Any instrument exhibited or used in a threatening manner and which may cause bodily injury or death.

C. Threatening/Violent Behavior: Conduct assessed, judged, observed, or perceived by a reasonable person to be so outrageous and extreme as to cause severe emotional distress or cause, or is likely to result in, bodily harm.

D. Workplace: A worksite where work is performed. The workplace shall include facilities, property, buildings, offices, structures, automobiles, trucks, trailers, or other means of conveyance (private or public, while engaged in performance of duties), and parking areas, whether owned or leased by the agency or entity.

**III. POLICY:** The State has a responsibility to protect the health, safety, and well-being of employees and the general public; therefore, firearms or dangerous weapons and/or threatening/violent behavior are prohibited in the workplace. The possession of a license or permit to carry a weapon, except as provided in Section III.D., does not constitute an exception to this policy. The policy is intended to supplement, not supersede, any existing agency policies on workplace security and safety. Such agency policies, while permitted, shall not enhance or diminish the provisions of this policy.

A. Coverage: The provisions of this policy apply to all State employees, as well as clients/customers, visitors, and the general public.

B. Threatening/Violent Behavior: 1. Threatening/violent behavior will not be tolerated and must be resolved by managers/supervisors on a case by case basis. Employees engaging in such behavior are subject to disciplinary action, which may include suspension and/or dismissal; 2. In determining whether an individual poses a threat, consideration must be given to the context in which a threat is made and to the following: the perception that the threat was real; the nature and severity of potential harm; the likelihood that potential harm will occur; imminence of the potential harm; duration of risk, and/or past behavior of individual.

C. Firearms/Dangerous Weapons-Possession: 1. Individuals are prohibited from possessing a firearm or dangerous weapon in the workplace (see exceptions). 2. An employee who possesses a firearm or dangerous weapon in the workplace is subject to disciplinary action, which may include dismissal. 3. A non-employee who possesses a firearm or dangerous weapon in the workplace shall be advised of the policy and requested to vacate the premises in accordance with agency policy.

D. Exceptions: 1. Federal, State, and local government security/law enforcement personnel authorized to possess a firearm while engaged in their official capacity as such. 2. Cased, or securely wrapped, unloaded hunting equipment, firearms, etc., which are secured in a personal vehicle on State premises.

### IV. RESPONSIBILITIES

A. Agency: It shall be the responsibility of each agency to: 1. Post the policy in a central location and at all satellite offices; 2. Enforce the provisions of this policy and administer appropriate disciplinary action for any violation; 3. Distribute a copy of the policy to each employee; 4. Establish internal procedures to ensure a safe working environment and develop specific plans to respond to and defuse potentially dangerous situations.

B. Division of Personnel

### V. PROCEDURES

A. Workplace Searches: As a public employer, each appointing authority may open and inspect public properties for a work-related purpose; additionally, based on a reasonable, good faith, objective suspicion of a public danger, appointing authorities may search not only an employee's work area, locker, or desk, but also personal property which may include a briefcase, purse, lunch box, backpack, or car while on the employer's premises.

B. Possession of firearm-no perceived threat: When an **employee** has, or is believed to be in possession of, a firearm, and no imminent danger is perceived, the employee shall be requested to voluntarily relinquish the firearm for safekeeping. The employee shall be informed that the firearm will be secured until the close of business at which time it will be returned to the employee for removal from the premises. If the firearm is loaded, the firearm and ammunition will be unloaded by a designated representative and the firearm and ammunition returned separately on different days. A witness must be present when the employee's personal property is relinquished, secured, and returned. Should the employee fail to relinquish the firearm, appropriate agency personnel or law enforcement personnel will be requested to escort the employee from the workplace. When a **non-employee** has, or is believed to be in possession of a firearm, and no imminent danger is perceived, the individual shall be advised of the policy and be requested to vacate the premises or to voluntarily relinquish the firearm to a designated person for safekeeping while at the workplace. The individual shall be informed that the firearm will be secured until he/she is leaving the premises. If the weapon is loaded, the firearm will be unloaded by appropriate agency personnel and will be returned as separate items. A witness must be present when the individual's personal property is relinquished, secured, and returned. Should the individual fail to relinquish the firearm, appropriate agency personnel or law enforcement personnel will be requested to escort the individual from the workplace.

C. Possession of firearm/dangerous weapon-actual threat: When an **employee** exhibits threatening/violent behavior, which may include possession of a firearm or dangerous weapon, the supervisor of the immediate area should call 911 or local law enforcement officials or other appropriate agency personnel. Follow guidelines developed by the agency. If a co-worker is the target of such a threat, that co-worker should be escorted from the premises or sequestered in a safe place. When a **non-employee** exhibits threatening/violent behavior, which may include possession of a firearm or dangerous weapon, the supervisor of the immediate area should call 911 or local law enforcement officials or other appropriate agency personnel. Follow guidelines developed by the agency. If an employee is the target of such a threat, the employee should be escorted from the premises or sequestered in a safe place.

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## WV Book Shelf

Gordon Simmons, Renaissance Book Company

### *Saints & Villains: A Novel.* Denise Giardina, W.W. Norton & Co., \$25, cloth.

The author's fourth novel, a fictional treatment of the theologian and antifascist Dietrich Bonhoeffer, proves to be not only her most ambitious, but her most accomplished work as well.

How does one write a credible and compulsively readable novel about a historical figure who really existed? How does one incorporate actual events and chronology, complex theological writings and the personal, private experience of a conflicted protagonist all within a seamless narrative form? Ms. Giardina not only attains this daunting goal, but, in the process, lends great credence to the thesis that imaginative literature is capable of greater insight than purely written biography. In reading *Saints & Villains* we are not only profoundly moved by the tragic life of Bonhoeffer, we are granted no small measure of comprehensional empathy as well.

At the heart of the book is the question of moral integrity and the Bonhoeffer she presents is one who continually excuses himself as well as his age. Whether writing about the ready acceptance of "cheap grace" or debating with others the stands to be taken by Germany's dissident confessing Church, her Bonhoeffer echoes Kierkegaard's prophetic indictment of modern Christendom, albeit with a greater urgency.

After the Second World War and the Holocaust, the philosopher Sartre made repeated attempts to write on "ethics," and eventually abandoned each effort. Indeed, Sartre raised the question whether morality was possible in the context of current history, all the while retaining ethics as his principal concern. The Bonhoeffer of *Saints & Villains* exhibits a similar ambiguous and inescapable stance toward virtue. He recognizes in Gandhi the realization of the Sermon on the Mount and yet embraces as his goal the violent assassination of Hitler. In a grave bargain with Mephistopheles he is willing to damn his own soul to end the Nazi genocide. As well as forcing us to grapple uneasily with morality, this novel also raises the issue of success and failure (no doubt the excuse of many compliant Europeans).

It is difficult to single out elements in the exemplary book for particular praise, such as its richness and completeness. Readers in West Virginia will doubtless find resonant the skillful (and entirely imaginative) use of the building of the Hawk's Nest Tunnel as a foreshadowing of European death camps. Suffice to say that the reader will find no passage in this novel superfluous, no episode without significance. In a time when editorial reduction of published manuscripts is so under-utilized, it is a pleasure to encounter a book unneeded of such measure.



### Living Authors

Literary figures from the past have been showing up all over the state lately.

Louisa May Alcott (as portrayed by Arla Ralston) put in an appearance at the Putnam County Library on Thursday, February 19, as part of the "History Alive!" program funded by the West Virginia Humanities Council. According to Ralston, Alcott was a "writing machine" who churned out novels and stories as if her livelihood depended on it, even after becoming rich and famous.

Brucella Jordan portrayed African-American poet Anne Spencer at several libraries in Kanawha County during February in celebration of Black History Month.

Elk Valley Branch Library and the Kanawha County Public Library hosted poet Emily Dickinson as presented by Debra Conner, writer in residence for the Ohio Arts Council, on March 7.



## Continued from page 1

sure that your exits, aisles, and emergency doors are clearly marked. Machine usage instructions and signs should be clear and easy to follow. Instructional signs on machines and equipment prevent damages from misuse.

**8. Place guardrails and/or clear warning signs around insecure areas** such as open spaces, stairways, large glass openings, electric circuit boxes, and other hazardous places if they are along patron pathways.

**9. Document each incident properly.** Make sure to have a special form to be completed at the time of the incident. This form should be comprehensive enough to cover all expected questions needed by an official in case the situation requires further action.

**10. Always remember to be prepared,** and keep in mind the common saying, "It is always better to be safe than sorry."

All safety and precautionary measures should be taken into serious consideration in order to keep our libraries running smoothly, our patrons secure and served promptly, and our staff safe and protected. Finally, it is the responsibility of the library administration to ensure the smooth running of daily tasks in their libraries.

## Coping with Problem Behavior in the Library

### As an Individual Staff Member:

1) Know your library policies. If you are unsure about the meaning of a policy or how it should be carried out, ask your immediate supervisor for further explanation.

2) Ask your immediate supervisor what his definition of inappropriate behavior is and this will let you know how much authority you have to act.

3) Learn patrons' names, especially teens. Even if they are not the problem patrons, they could be a source for finding out more about those that are.

4) Be assertive. Do not deal with abnormal behavior as though it were normal. Do not allow yourself to be manipulated by feelings of guilt, anger, and shame. Remember that you were not hired to be a social worker, psychiatrist, psychologist, youth worker, or marriage counselor.

5) Give a warning to the patron that his behavior is inappropriate in the library and will not be tolerated.

6) Compromise does not have to mean giving in to a neurotic patron. Some situations are "no-win" for both parties. Therefore, stay in control of the situation by suggesting concessions you both can make in order to bring the transaction to a close.

7) Except in self-defense, never touch a patron in an attempt to get him to leave. When a patron refuses to leave, tell him that you will call for help, and then do it.

8) The library does have the right to bar repeated offenders from library premises. In such a case, however, be prepared to give strong documentation to support the action.

9) Keep a record of incidents with dates, times, and names of all parties involved when inappropriate behavior occurs. Write down the details as soon after the incident as possible. In addition to getting the details and sequence of events correct, it should prove cathartic for you. Also, if you proceed with legal action, you have the information on file. Send copies of the report to your immediate supervisor and others as needed.

10) At the conclusion of an incident take a five minute solitary break if possible.

11) Later, however, do talk the incident over with your immediate supervisor. Discuss your feelings as well as ways you would handle the situation if it reoccurs.

12) Remember that the message you are sending to the person is 7% from your words, 38% from the tone of your voice, and 55% from your body language.

13) Do not be a "bleeding heart" and rationalize not doing anything because you do not want youth to "get a record" or a mentally unstable person to be placed in a mental hospital.

14) Never be afraid to call for help if the situation warrants it. If such help fails to respond within a reasonable time, call again and then report any such lack of response to your immediate supervisor.

15) Ask for assistance from co-workers during an incident. They should not consider such a request a sign of weakness because it is not.

16) When confronted with an exhibitionist, do not reinforce his sick behavior by showing shock or surprise. Call the police immediately.

17) Whenever a person is armed, give him what he wants! Never risk the safety of anyone in order to protect library property or money.

18) Checking briefcases and shopping bags on library premises is definitely not an invasion of privacy. When a patron is suspected of having library materials, a polite but firm request from a staff person to examine the contents is perfectly within our rights. Never approach a patron once he has left the library.

19) Remember that good common sense can prevent a lot of problems.

### As a Work Team:

1) Discuss the level of tolerance the staff has for each of the different categories of problem patrons: neurotic, psychotic, and youthful vandals/disruptive teams.

2) Establish the limits of what behavior will be tolerated in your location. The branch manager must agree with these limits.

3) If in the past patrons have broken some of the limits now established by the work team, you have to ask yourself, "How have we given them permission to do so?" Permission may have been given through nonverbal clues such as body language, leaving the scene, ignoring the incident, etc.

4) Rearrange furniture and equipment in areas where problems have occurred or may occur. Aim for the maximum amount of visual control from the circulation/information desk area.

5) Place signs in strategic locations to remind all patrons of library regulations.

6) Walk through the public service area on a regular basis when open. This will alert you to any potential problems as well as let all patrons know the staff is on top of things.

7) Change staff schedules to have more staff working during peak problem times, especially with youthful vandals/disruptive teens.

8) Present a "show of force and solidarity" when a co-worker is involved. This "show of force" can be as simple as standing beside your co-worker.

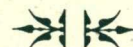
9) Do not consider a problem patron incident an individual staff member's problem. Problems with neurotic and psychotic patrons usually have nothing to do with an individual staff member's handling of the situation.

10) Intervene if a patron becomes hostile with one staff member, if only to divert the attention from the person under fire. However, make sure the staff member will react favorably to your intervention.

11) Reassure your co-worker after a problem patron incident. Quite often the staff person feels badly about the way he handled the situation. Talking over the situation (in a nonpublic area) is one way to calm down and be prepared with different strategies if there is a reoccurrence of a similar incident.

12) Review library policies on a regular basis with new and continuing staff members. You have the responsibility to know the library's rules and regulations.

Remember that most of the people entering our locations will never be problem patrons. Focus on them as you prepare to come to work each day.





# Libraries: An American Value

March 1998 DRAFT

*[The following is a draft intellectual freedom statement from the ALA Intellectual Freedom Statement 21 Committee. Input on the document can be made to <http://www.ala.org/alaorg/pe/statement.html>, or at the annual conference in July, or at the Midwinter meeting, 1999.]*

**L**ibraries in America, whether they are public or special, academic or school, are a cornerstone of the communities they serve and are essential to the preservation of the U.S. Constitution and Bill of Rights. Libraries provide the ideas, resources, and information imperative for education, work, recreation, and self-government.

Libraries are a legacy to today's generation, offering them the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote the public good in the 21st century, we believe certain principles must be guaranteed.

To that end, we affirm this contract with the people we serve:

- ✓ We defend the constitutional rights of individuals to obtain and use the library's resources;
- ✓ We value our nation's diversity and strive to offer its benefits through developing and providing resources and services to the communities we serve;
- ✓ We support the rights of all individuals, including children and young adults, to determine which resources are appropriate and necessary for themselves;
- ✓ We respect the responsibility of all parents to guide their own children's use of the library and its resources and services;
- ✓ We connect people and information by assisting each person in identifying and effectively using resources;
- ✓ We protect each individual's privacy and confidentiality in the use of library resources and services;
- ✓ We protect the rights of individuals to express their concerns about library resources and services;
- ✓ We celebrate and preserve our democratic society by providing opportunities for all individuals to become educated, culturally enriched, and informed.

Change is constant; but we believe these principles transcend and endure in a dynamic technological and political environment.

We believe further that through these principles, libraries in the United States can contribute to a world free of fear and want, a world which values and protects freedom of speech, a world which tolerates cultural differences and respects individual beliefs, and a world where all are truly equal and free.



## West Virginia Library Commission to Receive Gates Library Foundation Grant for \$2.5 Million for Computer and Internet Access

*Charleston, WV—February 24, 1998*—The West Virginia Library Commission has been awarded a Gates Library Foundation grant of \$2.5 million for bringing computer and Internet access to the citizens of West Virginia. The announcement was made today by Microsoft CEO Bill Gates and his wife, Melinda French Gates, at the Montgomery, Alabama, City-County Public Library as part of a day-long celebration of libraries. Additionally, Microsoft will also be donating software for each new computer installed.

The grants represent the first round of 1998 funding for the foundation. West Virginia will receive the amount of \$2.5 million, second largest in the U.S. The funding will further enhance all West Virginia public libraries with computer access, technical assistance, and training.

David Price, Director of the West Virginia Library Commission, said, "We are excited to receive this grant from the Gates Library Foundation so we can bring these new tools to our patrons and better fulfill our mission of being an information resource for everyone in the community." Price further stated, "This grant, combined with Governor Underwood's proposed budget improvements for the WV Library Commission, will position West Virginia as the state leading the implementation of library services through Internet technology. Today, West Virginia library patrons have access to over 800 computer terminals; by the year 2000 they will have access to the Internet through 2000 terminals. Our goal is to ensure that every citizen can enjoy the economic and personal advantages of the Internet and reading."

"Bill and Melinda Gates have chosen to make public libraries the focus of their first widespread philanthropic effort because libraries are leading the way to literacy, technology, and access to information," said foundation chairman and CEO Patty Stonesifer. "It's the dream of the Gates Library Foundation to be able to say, 'If you can reach a public library in America, you can reach the Internet.'"

"I am pleased to learn that the West Virginia Library Commission has received such a significant grant from the Gates Library Foundation, which confirms once again that our state's commitment to technology is gaining national attention," said Governor Underwood. "This grant, combined with my budget proposal of \$3.9 million for the WV Library Commission will create the largest public access technological system in the state. Throughout our state, West Virginians will be able to gain knowledge and use information through this technology in our public libraries."

"I want to congratulate the WV Library Commission on its \$2.5 million grant from the Gates Foundation," said U.S. Senator Jay Rockefeller (D-WV). "This is a wonderful opportunity for our state to increase computer and Internet access in our public libraries, where all West Virginians can share the benefits. I worked very hard in Congress to pass the Snowe-Rockefeller Amendment to the Telecommunications Act of 1996. That legislation provides discounts for wiring schools and libraries across the country, guaranteeing people in West Virginia the same access to the Internet as those in Beverly Hills. The Gates Foundation grant, together with the federal legislation, will help expand and improve Internet access in West Virginia public libraries."

Congressman Nick Rahall stated, "As we approach the next millennium, it is important that all West Virginians have access to the Internet and the many opportunities it provides. Not only will this grant bring all of our libraries on-line, it will provide a Public Professional Librarian Training Center in each library to train the public on how to effectively use the Internet."

"West Virginia is one of only six states selected as a recipient for funding through this program. I commend the WV Library Commission for their diligence in pursuing this grant. I will continue to work with the Library Commission to see that our public libraries continue to grow and prosper."

Price indicated he has received several comments of congratulations from West Virginia legislative leaders, such as Senate President Earl Ray Tomblin and House Speaker Robert Kiss. Senate President Tomblin commented, "I am very pleased to see the WV Library Commission receive the grant because it is a wonderful opportunity for rural libraries to introduce the Internet to communities such as Logan and Chapmanville." Speaker of the House Robert Kiss offered congratulations to the WV Library Commission for their excellent work in bringing the Internet to everyone in West Virginia. "This is a major achievement in service to the people," he said.

Price further stated, "The Gates Library Foundation, working with states and local libraries, will ensure that everyone has the opportunity to succeed in life. The development of strong reading and computer skills will be essential in the future. I am pleased that public libraries are recognized as the public service institutions which will carry out that mission."



# WEST VIRGINIA ENCYCLOPEDIA LAUNCHED

The West Virginia Humanities Council is embarking on a three-year project to produce a one-volume compendium of information about the Mountain State. The *West Virginia Encyclopedia* will be published in the fall of the year 2000 with a CD-ROM version expected to follow.

The last time someone published a comprehensive, one-volume encyclopedia about West Virginia was in 1929—Herbert Hoover was inaugurated President, Ernest Hemingway published *A Farewell To Arms*, the stock market collapsed, and William Gustavus Conley became Governor of West Virginia. Sixty-nine years and a lot of history have rolled by since the scholar and journalist Phil Conley published the *West Virginia Encyclopedia*. "The idea," Conley wrote in the preface to his big book, "was to bring together in one volume a

**"...to bring together in one  
volume a wealth of valuable  
information that can be found in no  
other place..."**

wealth of valuable information that can be found in no other place...and to present this material in a condensed, readable, encyclopedic style." It was a good idea then, and it remains so today. The need for a solid one-stop West Virginia reference is at least as great at century's end as it was when Conley tackled the problem.

"I've thought for a long time that we needed a concise but comprehensive reference on the state," says Council Director Ken Sullivan. "The Council proposes to fill this gap by publishing a new *West Virginia Encyclopedia*—a special project for the millennium."

The *Encyclopedia* will draw inspiration from Conley's work and from Jim Comstock's multivolume encyclopedia, but will be all new rather than a revision of the outdated earlier works. Hundreds of writers will take part as freelance contributors.

An oversized, hard-bound volume, the *West Virginia Encyclopedia* will include an estimated 2,500 entries, ranging in length from 200 to more than 2,000 words. These essays will address all aspects of our history, literature, biography, folklore, flora and fauna, industry, education, geology and geography, and Mountain State culture. The material will be arranged alphabetically, fully indexed and cross-referenced for easy use. The *Encyclopedia* will be illustrated with maps and approximately 250 black-and-white photographs.

The production of the West Virginia Encyclopedia represents a close working partnership of public and private resources. The West Virginia Humanities Council will provide significant funding as the lead partner. Bell Atlantic-West Virginia was the first corporate contributor to this project. A wide variety of corporations and foundations will be approached for funds. More than \$300,000 will be required to produce the encyclopedia.

Ken Sullivan will serve as the editor-in-chief for the project with Council staffer John Hicks acting as managing editor. Three associate editors will serve as special consultants to the *West Virginia Encyclopedia*, including the distinguished West Virginia historian Otis Rice.

For more information about the West Virginia Encyclopedia project, contact John Hicks at West Virginia Encyclopedia Project, 723 Kanawha Blvd., East, Suite 800, Charleston, WV 25301; by phone at 304-346-8508; or e-mail to [wvhuman@wvhc.com](mailto:wvhuman@wvhc.com).

## Gates Library Interns to Serve in State

The Gates Library Foundation (GLF) and the Technology Resource Institute (TRI) will be selecting students from the University of South Carolina School of Library and Information Science, West Virginia program, to join us in our Grant initiative. West Virginia has received a Statewide Partnership Grant, which is a cooperative relationship between the Foundation, state library agency, schools of library science, and local libraries within the state. The aim of statewide partnerships is to expand public access to computers and the Internet, and to help build skills of library staff.

**Gates Library Interns will:** conduct technology needs assessments of rural and urban libraries within the state; run hands-on instructional sessions with individual librarians, as well as assist TRI staff with training classes; provide technical field support for rural and small libraries in the state; and assist the staff of the Gates Library Foundation and Technology Resource Institute in local and statewide meetings and workshops for public libraries.

**Qualifications and requirements include:** commitment to public libraries and implementing technology into the public library; ability and willingness to work with beginning computer users, both individually and in classroom settings; interest in and ability to work with dynamic technology.

An informational meeting regarding the Gates Library Foundation Internships will take place during CLIS J701 and we will be conducting individual interviews at selected sites throughout West Virginia. Specific dates to be forthcoming.

For more information, contact: Britt Fagerheim, Recruiting Coordinator, by e-mail at [britt@techresource.org](mailto:britt@techresource.org) or by phone at 206-374-330; or e-mail to Dan Barron at [N400005@vm.sc.edu](mailto:N400005@vm.sc.edu) or [clis701L@vm.sc.edu](mailto:clis701L@vm.sc.edu).



## NEWS...

**Terry Mullins** is now Head, Extension Department, Kanawha County Public Library. Terry comes from the College Center for Library Automation in Tallahassee, Florida. She has also worked in North Carolina, and Ohio.

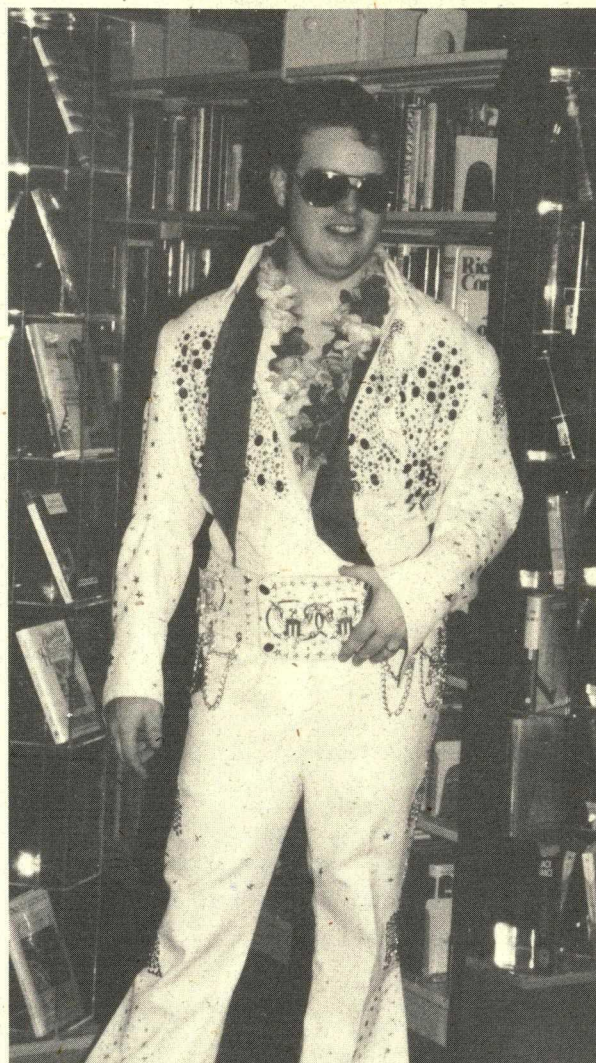
**Deborah Musser** has joined the staff of Cabell County Public Library as Head of Cataloging and Technical Services. Deborah comes to Cabell County from the WV Supreme Court of Appeals Law Library.

**Rebecca Berg** has joined the staff at Marshall University Libraries as Extension Services Librarian. She came to West Virginia from Colorado where she had been working in health libraries for 15 years following a "semi-career change" from adult education and counseling.

**Jennifer N. Sias** recently joined the James E. Morrow Library staff as User Education/Reference Librarian. A graduate of Marshall University and the University of Kentucky, Sias says her three years of teaching experience and her library experience at the Drain-Jordan Library at West Virginia State College, the M.I. King Library at the University of Kentucky, and Lexington Public Library should serve her well.

Wheeling Jesuit University associate librarian **Mary Gasiorowski** took part last fall in a 100-day "Semester at Sea" voyage sponsored by University of Pittsburgh College of Arts and Sciences. She worked as an assistant librarian aboard the S.S. Universe Explorer, an oceanliner which has been equipped as a floating university. The voyage included 641 students representing 40 states and 205 colleges and universities. For more information on the program, contact Semester at Sea at 412-648-7490, or contact by e-mail to: [shipboard@sas.ise.pitt.edu](mailto:shipboard@sas.ise.pitt.edu).

**Elvis was in the building!** Cabell County Public Library held the first Annual Elvis Birthday Party on January 8, 1998. Elvis (impersonator Joe Murphy) entered the building at noon by descend-



ing from the main staircase. The King then sang a few songs, blew out the candles on his birthday cake, and chatted and danced with the crowd. Mark this one on your calendars for next year!

**Linda Blake** is a new librarian at NASA IV & V Facility in Fairmont.

**Stacy Davis** is new Youth Services Librarian at Ohio County Public Library.

**Special Libraries Directory Update Form now on the Internet.** Members

who work in special libraries in the state can now update their directory information by pointing their browsers to: [HTTP://WVNVMS.WVNET.EDU/~WVLA/slform.htm](http://WVNVMS.WVNET.EDU/~WVLA/slform.htm).

**Who Won?** WVLA has a long history of presenting awards to individuals who have contributed their time and talents to the library community in West Virginia. We have presented a "Certificate of Merit" and a "Literary Merit Award" since 1954, and added the "Dora Ruth Parks Award" in 1971. Unfortunately, the record of award recipients from 1958 through 1963 has been lost. If you have any information about the award winners from that period, please contact Chuck Julian at the National Technology Transfer Center in Wheeling, phone 304-242-2592, or e-mail: [cjulian@nttc.edu](mailto:cjulian@nttc.edu).

**Who Will Win?** The Resolutions and Awards Committee will be meeting soon to consider nominations for the 1998 awards. If you would like to nominate someone for one of the awards mentioned above, please contact Linda Lindsey (304-846-6222), Betty Gunnoe (304-267-8933), or Marjorie Price (304-558-2607) for details.

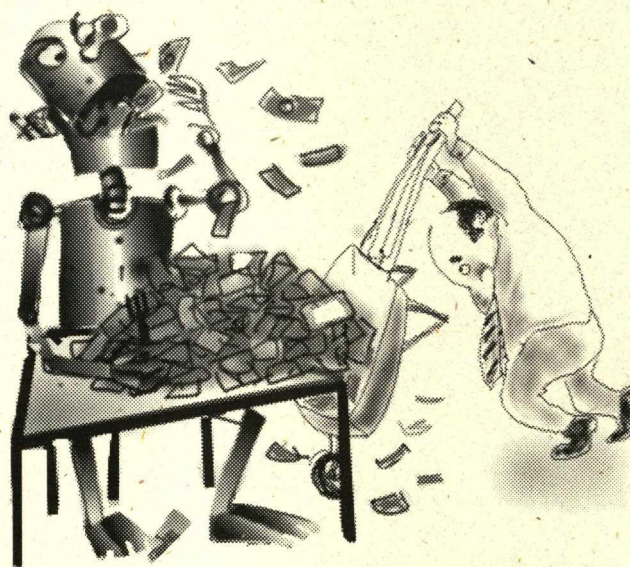
**The University of Pittsburgh School of Information Sciences announces the 1998 summer schedule of professional development workshops.** The school's Web site has the complete list of workshop offerings and schedule at: <http://www2.sis.pitt.edu/workshops>.

Ohio County Public Library opened its new **Teen Index Cafe** in early April. In an effort to captivate and hold the interest of teenage readers, the main library in Wheeling has opened a young adult department that will eventually feature four computer stations hooked up to the Internet, a periodical index on CD-ROM, magazines, and teen-oriented books.





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## Calendar

### MAY

- 5 National Teacher Day
- 10 Mother's Day

### JUNE

- 14 Flag Day
- 20 West Virginia Day
- 21 Father's Day
- 21 First Day of Summer

### OCTOBER

- 17 Read Aloud Conference  
WVU Law School

### DECEMBER

- 7-9 WVLA Annual Conference  
The Greenbrier

## In June, the issue focus will be Collection Development

### WVLA Membership Information

*To become a member of the West  
Virginia Library Association, contact:*

Rebecca Van Der Meer  
University of Charleston  
Andrew S. Thomas Memorial Library  
2300 MacCorkle Avenue, S.E.  
Charleston, WV 25304-1099  
Phone: (304)-357-4779  
E-mail: [vandermr@wvlc.wvnet.edu](mailto:vandermr@wvlc.wvnet.edu)

### WV Libraries A Note from the Editors

WV Libraries welcomes suggestions for articles from librarians, support staff, trustees, and friends.

Articles may be submitted in writing, typewritten, by e-mail, or on computer disk. If submitting material on computer disk, please use 3 1/2" disk and save your file to disk as an ASCII file and submit a hard copy (printout) of the material on the disk.

#### Article Submission Schedule:

Jan 15 for February issue  
March 15 for April issue  
May 15 for June issue  
July 15 for August issue  
September 15 for October issue  
November 15 for December issue



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